



Department of General Services
Office of Procurement
707 3rd Street, 2nd Floor
West Sacramento, CA 95605

STATE OF CALIFORNIA
MASTER SERVICE AGREEMENT

CONTRACT NO: 5-07-70-01
CONTRACTORS: Verizon Business
SERVICE: EXPANDED NETWORK MAINTENANCE AND TECHNICAL SERVICES
CONTRACT TERM: DECEMBER 14, 2007 THROUGH DECEMBER 13, 2010
DISTRIBUTION LIST: http://www.pd.dgs.ca.gov/masters/network

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(Original signature on file) Date: 12/31/07
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NETWORK MAINTENANCE AND TECHNICAL SERVICES USER INSTRUCTIONS

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SECTION I

INTRODUCTION AND GENERAL INFORMATION

This MSA provides a higher level (i.e., above Cisco's basic SMARTnet services) of Network Maintenance and Technical services for Cisco and Kentrox equipment. Services under this MSA are provided in various options from an 8-5 with parts and labor additional to an all inclusive 24/7 option. The MSA is available to all State agencies and participating local government entities (agencies). The procurement process was conducted under the Public Contract Code (PCC), Section 12100 et. seq. for the acquisition of Information Technology (IT) and Telecommunications goods and services.

See <http://www.pd.dgs.ca.gov/masters/network> to view the MSA.

This MSA offers the following advantages and benefits to Users:

1. Reduced rates based on aggregated statewide volumes. Maximum pricing has been established by **fixed discounts** to the MSRP.
2. Eliminate extensive advertising, bidding, and contracting procedures by using the less formal standardized MSA ordering process.
3. Contractor has been prequalified for the contract and met the requirements of the DVBE Participation Program.
4. The ordering agency manages the ordering of network maintenance services, approves deliverables, and authorizes payment to the Contractor.

A. CONTRACT ADMINISTRATOR INFORMATION

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B. CONTRACTOR INFORMATION

MSA #5-07-70-01

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C. TERM OF MSA

The term of the Master Services Agreement (MSA) is December 14, 2007, through December 13, 2010, with the option of two (2) additional one (1) year terms. State agencies may not enter into agreements with an end date extending more than 12 months beyond the MSA contract term expiration date. If the Department of General Services, Procurement Division utilizes the extension option, a supplement will be issued noting the new contract expiration date.

D. ADMINISTRATIVE FEE

DGS charges the users of this MSA an administrative fee. The DGS administrative fee is a specified percentage of contracted services. DGS annually sets the percentage for the administrative fee. Agencies using this MSA should check the DGS website for current rates. Local agencies must agree to the State's administrative fee.
<http://www.ofs.dgs.ca.gov/Price+Book/P/Purchasing.htm>

E. SMALL BUSINESS PREFERENCE

No small business preference applied.

F. DISABLED VETERAN BUSINESS ENTERPRISES (DVBE)

No DVBE subcontractors have been identified for purposes of this MSA.

SECTION II

ORDERING PROCEDURES FOR STATE AND LOCAL AGENCIES

A. STATE AGENCY INSTRUCTIONS

In addition to procedures delineated in these user instructions, agencies must comply with requirements contained in the DGS/PD Purchasing Authority Manual (PAM), State Contracting Manual, and the ordering agency's internal contract procedures.

1. **Authority to Use the MSA**

Departments should use this MSA in accordance with SAM 4800. Departments/Agencies must have DGS PD approved IT purchasing authority for MSAs. Contracts executed under this MSA may not exceed the approved dollar threshold noted in the department/agency purchasing authority. Refer to Chapter 1 of the Purchasing Authority Manual (PAM) for additional information regarding purchasing authority.

2. **Competition & Advertising**

Ordering agencies are not required to post an advertisement when executing contracts under this MSA or seek further competitive bidding. Cisco SMARTnet prices offered in this MSA are maximum fixed percent discounts off the Cisco MSRP list. The MSRP prices may change periodically through the term of this contract; however, the percent discount will remain fixed.

3. **Order Limits/Dollar Thresholds**

Contracts may not exceed \$1,500,000 in accordance with MM07-10 without an approved Leveraged Procurement Agreement Exemption Request (LPAER) form (see Section III-Forms). The total contract value shall be based on the cumulative value after including any amendments (i.e., a \$1,250,000 contract plus a \$300,000 amendment shall be considered a \$1,550,000 contract)." Pursuant to PCC Section 10329, willfully splitting a single purchasing transaction into a series of transactions for the purpose of evading the bidding requirements or to circumvent dollar thresholds is prohibited.

4. **Ordering Instructions**

A Standard (Std.) 65 should be used by State agencies. The MSA Contract number should be entered above "Agreement Number" on the Std. 65. You may obtain a copy of the Std. 65 at the link provided in Section III.

Local agencies should use similar language on any form used in conjunction with this MSA.

5. **Statement of Work**

Please refer to the contract and statement of work for contractor's responsibilities at the website below:

<http://www.pd.dgs.ca.gov/masters/network>

Ordering agencies shall include with the Std 65 their own statement of work which includes a list of the equipment to be maintained and the service option identified for each piece of equipment.

6. File Documentation and Other Applicable Requirements

Refer to PAM Chapter 6 for more information regarding the required MSA file documentation.

B. ORDERING INSTRUCTIONS FOR LOCAL AGENCIES

Local agencies utilizing this MSA:

- 1) Agree to all operational terms and conditions.
- 2) May use the Std 65 to initiate orders or use their own contract document.
- 3) Are required to submit a copy of their ordering documentation to the MSA Contract Administrator.

SECTION III

FORMS & PRICE LISTS

A. Standard 65

Refer to the following web site for the Standard 65, Purchasing Authority Purchase Order Form, and instructions revised 07/20/03.

<http://www.documents.dgs.ca.gov/osp/pdf/std065.pdf>

Once an agency procurement official has obtained the proper departmental and/or agency approvals, complete the Std. 65, then mail or fax it directly to the contractor to complete the order.

B. LPA File Documentation Checklist

<http://www.documents.dgs.ca.gov/pd/delegations/FildocLPA.pdf>

In the event the above link is problematic, this checklist is found in Chapter 6 of the Purchasing Authority Manual. Below is a link to the manual: <http://www.pd.dgs.ca.gov/deleg/pamannual.htm>

C. Request to Exceed \$1,500,000 Limit

MSA transactions with an estimated value in excess of \$1,500,000.00 must have *prior* DGS/PD approval. Departments must submit all exemption requests for review and approval to DGS/PD/PAMS.

Visit the PAM website for further instructions:

<http://www.pd.dgs.ca.gov/deleg/PAMchapter06.htm#6f27>

Link to access form: <http://www.documents.dgs.ca.gov/pd/delegations/LPAER.doc>

D. Cost Worksheets (Price Listings)

The contractors' cost worksheets (price listings) are at the website link below:

<http://www.pd.dgs.ca.gov/masters/network>